

**Notice No.:** 98-002

**Date:** February 25, 1998

**Applies to:** All Employers

**Subject:** Toll Free Telephone Service Implemented

### **Toll free number now available**

Effective February 2, 1998, a new toll free telephone service is available for Department of Retirement Systems (DRS) customers. Customers can reach DRS staff between 8:00 a.m. and 5:00 p.m., Monday through Friday, by dialing **1-800-547-6657**. After 5:00 p.m., the toll free system provides basic information about DRS, but does not provide access to the DRS staff.

### **Using the toll free menu system**

When calling the toll free number, you will be presented with a menu selection from which to choose the type of service you want by pressing the appropriate number. If you do not have a touch-tone telephone, stay on the line and an operator will assist you.

Employers calling this number can use the available menu selections to be routed directly to Employer Support Services or the Central Reception Unit (CRU). If the CRU menu option is chosen, customers can be routed directly to other operational areas within DRS.

### **Voice mail is still available**

You will also be given the opportunity to leave voice mail messages. For effective voice mail, please remember these tips:

- Identify yourself, your phone number and the topic first.
- Provide any information requested by the recipient.
- Clearly explain the information with which you wish to be provided.
- Speak slowly and clearly.

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## Services will expand in the future

This is the first phase of a comprehensive menu selection system or an interactive voice response system DRS anticipates implementing in the future. DRS will be seeking your input as we continue to expand the toll free service.

## Other ways to communicate with DRS

- For Central Reception Unit (CRU), use 709-4700 if calling from the Olympia area.
- For Employer Support Services, please call (360) 753-8696.
- For the Deferred Compensation Program or Dependent Care Assistance program, please call toll free 1-800-423-1524.
- For workshop or seminar registrations, please call toll free 1-888-711-6676 or 664-3452 in the local Olympia area.
- For the DRS Web site, **<http://www.wa.gov/DRS/drs.html>**.

John Charles  
Director

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## 1998 DRS Notices

For a copy of a Notice, call (360) 586-0052.

<b>Notice No.</b>	<b>Applies to/ Subject Matter</b>
98-001	<b>All Employers</b>  Changes to Excess Compensation Definition.
98-002	<b>All Employers</b> Toll Free Telephone Service Implemented